



## **Fort Sill FAQs on COVID-19**



### **Personnel:**

#### ***Who is considered mission essential or non-mission essential?***

Mission-essential personnel are identified by Fort Sill as those who are required for the continued operation of mission-essential functions identified by the leadership.

#### ***What is Fort Sill and its subordinates' role in the COVID-19 response?***

Fort Sill and its subordinates are focused on protecting the health and well-being of all Soldiers, Families, DA Civilians, and the Lawton Fort Sill Community. This includes adhering to the Center for Disease Control (CDC), Army, and TRADOC guidance for illness mitigation protocols such as proper hand washing and principles of social distancing. Fort Sill will continue to share updated information about plans of action and from key communicators as the situation progresses.

- Virtual Town Halls will be conducted every Tuesday at 1800 via Facebook Live to communicate any changes, as well as proactive steps everyone can take to prevent and help detect and mitigate the spread of COVID-19.
- Subordinate commands will communicate any potential issues and cases in regards to COVID-19, as well as execute CDC-proposed disease mitigation practices within workspaces and will encourage Soldiers and DA Civilians to practice the same at home.

Commands will continue to maximize the use of our social media/online platforms to keep our workforce and their families informed of any announcements and changes concerning travel restrictions and health advisories

#### ***What is Fort Sill doing to inform their Soldiers, Families, and DA Civilians regarding ongoing support and requirements to prepare for or mitigate exposure to COVID-19?***

Leadership on Fort Sill hosts virtual town halls every Tuesday at 1800 via Facebook Live. The Town Halls inform Soldiers, Families and civilians about how Fort Sill is responding and supporting efforts to prevent the spread of COVID-19. Social media platforms such as the Fort Sill Facebook page and website can inform Soldiers and their families about the latest Army and CDC guidance.

#### ***How can Soldiers, Family Members and DA Civilians protect themselves?***

All personnel on Fort Sill should adhere to CDC guidelines on how to prevent the spread of respiratory viruses like the flu and COVID-19. Prevention guidelines include:

- a. Avoid close contact with people who are sick. Stay at home, if you are sick. Coordinate with your commander/supervisor for sick leave.
- b. Avoid touching your eyes, nose, and mouth.
- c. Cover your cough or sneeze and throw tissue in trash when done.

- d. Wash your hands often with soap and water for at least 20 seconds each time, especially after going to the bathroom, before and after eating, and after blowing your nose, coughing, or sneezing.
- e. Clean and disinfect frequently touched items or surfaces using household spray or wipes.
- f. Maintain Social Distancing.

***What is isolation and what does it mean if you are placed in isolation?***

Isolation is when an individual or group of individuals are separated from healthy individuals to prevent the spread of a communicable disease. Individuals are isolated if they are infected or reasonably believed to be infected by COVID-19.

***What is quarantine and what does it mean to be placed in quarantine?***

Quarantine is when individuals or groups of individuals have been exposed to COVID-19 but are not yet ill. Quarantine involves separation from those who are healthy to prevent the spread of the virus.

***What is the status of grooming standards?***

Fort Sill military personnel are under relaxed grooming standards. Grooming standards are relaxed in order to reduce overcrowding at barbershops and salons to prevent the spread of COVID-19. However, Soldiers must maintain a professional appearance at all times. Male Soldiers will keep their hair off their ears and collar. Hair must not become shaggy, unkempt, or be faddish in appearance as defined in AR 670-1, ch. 3-2, para. 2. Female Soldiers must abide by AR 670-1, ch. 3-2 para. 3 (a-c). All other grooming standards remain in effect. Command teams are empowered to enforce these standards

***Basic Combat Training (BCT)/Advanced Individual Training (AIT):***

***What is the status of new recruits scheduled to travel to BCT?***

Sending new recruits to BCT is temporarily paused. Recruiting and training of the Army's force is mission critical and will continue, but with delayed shipment of recruits to initial training.

***Why is shipment of new recruits to BCT temporarily paused?***

Fort Sill is dedicated to meeting critical mission requirements while safeguarding the health and welfare of trainees, cadre, and their families. COVID-19 continues to be a fluid; evolving enemy affecting many areas within the United States from where new recruits travel. Growing the force requires protecting those waiting to join the force, as well as those currently training, by preventing potential exposure and spread of illness.

***How long will this break in shipping new recruits to training last?***

The Army is looking at an initial two-week pause. However, we do not currently know when we will be able to resume sending Soldiers to Army initial entry training, as we remain committed to protecting the health of our Soldiers, Army Civilians, and Family Members. Fort Sill will inform Soldiers and their families of any changes as soon as possible.

***What will happen to new recruits with upcoming ship dates?***

Recruits with upcoming ship dates should coordinate and maintain close communication with their career counselors so they are ready to move to initial military training once the tactical pause ends. Recruiters will remain accessible through text, phone, direct message, or video chat rather than face-to-face.

***How is Fort Sill screening new recruits for COVID-19 as they begin training?***

The battalion reception station leadership (95<sup>th</sup> Battalion) implemented additional screening procedures to identify trainees who may be at risk for COVID-19 prior to sending them to Basic Combat Training units on Fort Sill. This additional screening assesses trainees' potential exposure to infected persons, international travel they may have taken, and includes a medical screening for COVID-19-like symptoms. New Army recruits on Fort Sill will be screened before they begin their in-processing period during basic training.

***When will screening for COVID-19 begin at basic training centers and what are the criteria and steps taken to screen recruits?***

Screening has already begun. All incoming recruits will be screened upon arriving at the battalion reception station. They will be questioned about recent visits to locations where COVID-19 cases are in large numbers. If recruits have been in contact with infected persons, and/or if they have had any of the symptoms (coughing, sore throat, stomach problems, muscle aches, etc.), the command will take appropriate measures to protect and maintain the health of the unit and operational training readiness.

***Are COVID-19 Test kits being used for Drill Sergeants and Cadre?***

Reynolds Army Health Clinic is fully prepared to meet the healthcare needs of the Soldiers, Family Members, Retirees, and Department of the Army Civilians of Fort Sill. We will sample symptomatic Active Duty, Active Duty Dependents, and Government employees for testing while supplies last. If there are multiple people in the same family, only one individual may be tested to maximize the number of families we can test.

***Travel/ Leave/ PCS/ Deployment:***

***What are the travel restrictions?***

Soldiers that have already started their PCS to a CONUS station by clearing Fort Sill and shipping household goods will continue to move.

All other PCS and TDY travel is postponed until at least 11 May. Requests for exceptions should be through your chain of command. Household good moves that are scheduled prior to 11 May will be cancelled. The transportation office will contact those impacted by the stop move.

***Can Service Members still take leave?***

Service Members may only take leave in the local area within a mileage radius of 60 miles from Fort Sill. This travel limitation is being done to minimize as much as possible the potential exposure of our Service

Members to COVID-19. Exceptions may be granted for compelling cases where the travel is: (1) determined to be mission essential; (2) necessary for humanitarian reasons; or (3) warranted due to extreme hardship.

### ***Does the leave restriction apply to Family Members?***

The leave restriction applies only to Service Members. However, we highly encourage Family Members and our Civilian workforce to abide by the travel limitation. **This limitation does not prevent individuals from traveling to medical appointments outside of the travel radius.** Fort Sill encourages everyone to minimize their movement to travel to obtain essentials only.

### ***What are the restrictions on Soldiers redeploying?***

Fort Sill is currently screening all Soldiers deploying or arriving from high-risk areas. Great precautions are being taken to mitigate the risks for all members of our community. We are going to continue to support our troops and their Families during this time and ensure adherence to all CDC guidelines and 14-day self-quarantine directives.

## **Installation Facilities:**

***What installation facilities will be closed or have modified hours? (Be advised this is a fluid situation and hours may frequently change, please visit the Fort Sill website for the most up to date facility service hours.)***

### ***AAFES-COMMISSARY***

The Commissary and PX remain open with modified hours. Please check their official websites for correct times. There may be restrictions on the number of critical items a patron may purchase at one time. We ask that all patrons practice good personal hygiene when entering these facilities by washing their hands or utilizing hand sanitizer. **Additionally, effective 10 April the wearing of face coverings will be required inside of the PX and Commissary.**

### ***Dining Facilities (DFAC)/Food Services***

We are currently requiring all food venues be carry out or delivery only. Social distancing and strict hygiene standards are encouraged in all DFACs. Fort Sill is also exploring more 'to go' options in our DFACs.

### ***Child Development Center (CDC)***

The Child Development Center will remain open, as it is a critical service to our community in order to continue operations on Fort Sill. We are working diligently to ensure deep cleaning is being done on a frequent and routine basis and those procedures such as hand washing, the number of children in a room, and good hygiene is monitored and maintained daily.

### ***Fitness Centers***

As of 1 April, the four fitness centers across post are closed.

### ***Legal Assistance***

The Fort Sill Legal Assistance Office is providing assistance by appointment only (except for emergencies or unit SRPs). To schedule an appointment with an attorney, please call 580-442-5058 or 580-442-5059. More information and updates may be found at the Fort Sill Legal Assistance Office's Facebook page: <https://www.facebook.com/FortSillLegalAssistance>.

### ***Closures***

Currently, the Fort Sill Museums, USO, Nye Library, Bowling Alley, Outdoor Recreation, Patriot Club, and Sheridan Theatre are closed. The Dental Clinic, as well as the Vet Clinic, are serving only urgent and emergency patients. Religious Services are virtual; information about services can be found on their respective Facebook Pages. Soldier for Life services are canceled until further notice.

## ***Reynolds Army Health Clinic (RAHC):***

### ***Will RAHC be open for PHA and other readiness services?***

All walk-in PHA services have been temporally suspended. RAHC will only conduct PHAs for deploying units.

### ***How will those with walk-in appointments to receive monthly medication be affected?***

Primary Care appointments are scheduled on a next day/same day basis. Call the RAHC appointment line at 833-286-3732 to schedule a primary care appointment. RAHC has a large number of same day appointments open every morning. Download the RAHC app to view updated information about open appointment numbers every morning at 7:30am.

### ***Is RAHC accepting sewn cover masks donations? If so who is the point of contact?***

Fort Sill's Directorate of Family and Morale, Welfare & Recreation (DFMWR) has the authority to accept donations of masks or gifts for distribution to units.

### ***Can retirees still fill meds at Reynolds?***

If you are a retiree on TRICARE Prime for retirees or TRICARE for Life, you can still fill your Rx at RAHC.

### ***Reynolds Pharmacy - How are called in refills being handled?***

There is currently no change to our call in refill policy. You can call in your refill and then come in to window #1 about three (3) hours later to pick it up. If it is called in after 1400 (2:00 pm) it will be available the next business day.

### ***Are there plans to re-open RAHC to the veterans still there in the area?***

RAHC is open for all TRICARE beneficiaries. If you are eligible to be seen at RAHC, we are still open.

## **Face Coverings:**

### ***Will Fort Sill accept face coverings as donations for Service Members to use?***

Fort Sill is not soliciting donations; however, for those who have expressed an interest in making a donation of face coverings, Fort Sill may accept the masks, as gifts, subject to certain constraints.

***How and where can face coverings be dropped off on post?***

Army regulation requires that the offer of a gift must be in writing; this is really just a letter to the Directorate of Family and Morale, Welfare & Recreation (DFMWR) making an offer of the masks. Additionally, while regulation prohibits the Army from creating publicity surrounding the acceptance of a gift or giving donors special concessions or privileges, Fort Sill does truly appreciate the generosity of so many of you in the Fort Sill/Lawton community who wish to produce and donate face coverings during this difficult time.

***Are there any restrictions on the face coverings?***

As to the face coverings themselves, Service Members are allowed to wear face coverings that cover the mouth and nose and extend to the chin or below as well as the sides of the face. The face coverings must not be made of old or leftover uniforms as those materials may have been treated with chemicals. The face covering should be subdued in color and conform to the uniform. The mask should not contain printed wording, profanity, racist, demeaning or derogatory logos, script, or imagery.

***General COVID-19 Knowledge:***

***What should I do if I think I have COVID-19?***

If you or a Family Member develops symptoms or have questions related to your health, we ask that you contact Reynolds Army Health Clinic line 580-917-8475 so that our healthcare providers can best address your needs. Contacting the COVID-19 hotline at 1-800-984-8523 is the best way to further protect the community. Those that are currently self-quarantined need to remain in their quarters or at home and take the proper precautions to prevent the spread of COVID-19.

***Where can I go for current information?***

As the Center for Disease Control and Prevention (CDC) is the lead agency for the US Government on this, the best place to get up to date information is the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. The Fort Sill web page will provide information for Fort Sill post operations.

***How should areas be cleaned to prevent COVID-19?***

Clean all “high-touch” surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, etc. Use a household cleaning spray or wipe, according to the label instructions. Wash laundry thoroughly, to include jackets and coats. There is much more information on the [CDC WEBSITE](#).

***What is quarantine? Why is 14 days recommended for COVID-19?***

Quarantine is the separation of a person or group of people reasonably believed to have been exposed to a communicable disease but not yet symptomatic, in order to monitor them for the development of symptoms. This is done to prevent the possible spread of the communicable disease. It is recommended

by the CDC to quarantine for 14 days because symptoms of COVID-19 usually emerges 2-14 days after exposure.

### ***If you are Sick—***

Here are the steps that we are asking you do during this time. If you think you have COVID-19, please stay home. If you call Reynolds Army Health Clinic during normal business hours the phone number is 580-558-2770. Outside of normal hours of operation, please call the Reynolds Coronavirus Helpline at 580-917-8475. Other options are sending a secure message through the Tricare online secure messaging function or visiting [www.MHSNurseAdviceLine.com](http://www.MHSNurseAdviceLine.com) for a web or video chat, dialing 1800-Tricare (874-2273), option 1 or lastly calling the 24 hour Army COVID-19 Hotline at 1 800-984-8523.

### ***Is social distancing only for high-risk populations?***

Social distancing protects everyone, especially the most vulnerable, by slowing down the transmission of COVID-19. Stay away from crowded places, reduce contact with others and avoid people who are coughing or sneezing. Maintain a distance of at least 6 feet (2 meters) from others.

### ***Does everyone become seriously ill from COVID-19?***

Most people with COVID-19 have not become seriously ill, but older adults and people with underlying health conditions, such as diabetes, lung disease or heart disease, are at greater risk of severe illness from the virus that causes COVID-19.

### ***What are the symptoms of COVID-19?***

Common signs and symptoms include fever, cough and shortness of breath.

### ***How does the virus spread?***

Person-to-person transmission is believed to occur mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza viruses and other respiratory pathogens spread. At this time, it's unclear if a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes. The COVID-19 virus is not stable in the environment, limiting the ability to spread on surfaces, and the virus is not known to infect domesticated animals.

## **Army ID Card COVID-19 Policy Changes:**

### ***My DoD ID card has expired or is expiring soon; what do I do?***

Through September 30, 2020, DoD will temporarily allow some cardholders to use an expired DoD ID card to access bases and benefits.

Uniformed Services ID Cards Uniformed Services ID (USID) cards that expire on/after January 1, 2020 may continue to be used to access military bases and benefits. In order to use the expired USID card, the cardholder must have a current affiliation with DoD and must be eligible for benefits. For example:

An ID card issued to a spouse typically expires every four years; however, as long as the spouse remains married to the Service member, the spouse continues to have a current affiliation and is eligible for benefits.

As a result, a spouse MAY use the expired DoD ID card to access benefits.

An ID card issued to a child of a Service member expires when the child turns 21 years old. Unless attending school as a full-time student, approved as an incapacitated dependent, or enrolled in TRICARE Young Adult, the child's affiliation ends when the ID card expires and is not eligible for continued benefits. As a result, a child who has turned 21 and is not eligible for continued benefits MAY NOT use the expired DoD ID card to access benefits.

NOTE: A child under age 21, or who is eligible for continued benefits, MAY use the expired DoD ID card to access benefits.

USID cards are issued to retirees, family members, and other eligible individuals. If you have questions about whether you have, or are eligible for, a USID card, visit the following website:

<https://www.cac.mil/Uniformed-Services-ID-Card/>.

If you have questions about the status of your benefits, please use DoD's online self-service resources before contacting DoD and Uniformed Service help desks by telephone. You can login to milConnect, <https://milconnect.dmdc.osd.mil/milconnect>, using the DoD CAC or DS Logon account. TRICARE coverage is found within the "Medical, Dental, and Pharmacy" drop-down under "the Benefits" tab.

### ***What about my benefits and entitlements?***

Your benefits and entitlements will remain active even if the expiration date on the card is in the past. Most benefits and entitlements include:

- a. TRICARE/Medicare.
- b. Post Exchange (PX).
- c. Commissary.
- d. MWR.

### ***Can I get through the post/installation gate with an expired ID card?***

YES, all ID cards should be verified electronically prior to being confiscated.

### ***Is there an alternative to getting my ID card renewed?***

Yes. ID card renewal can be accomplished remotely or by mail-in, however contact your nearest ID card issuing facility to confirm availability and hours of operations. To check on the nearest ID card facility visit the RAPIDS site locator at <https://rsl.dmdc.osd.mil/rsl>.

### ***Can my child still get an ID card issued at age 10?***

No. DOD is trying to minimizing foot traffic and practice good social distancing at installation ID card offices. The age limit for children has been raised from age 10 to age 14.

### ***Can I get a new ID card if I recently got married or divorced and my name changed?***

No. Currently DOD is limiting issuance of ID cards down to a minimum. Once the COVID-19 pandemic is over you can go to your nearest ID card site for a card with your new name.



***My child is attending college full time and is age 21-23, do they still need to get an ID card issued?***

Yes. ID card issuance can be accomplished, however contact your nearest ID card issuing facility to see about availability and hours of operations. To check on the nearest ID card facility visit the RAPIDS site locator at <https://rsl.dmdc.osd.mil/rsl>.

***What if I have an incapacitated/secondary dependent, can they still get an ID card?***

Yes. If your dependent is already in the DEERS system, their cards will automatically be extended until 30 September 2020. If you need to do initial enrollments of an incapacitated dependent or secondary dependent visit the DFAS website at <https://www.dfas.mil/>.

***When can I get my new CAC that is expiring soon?***

Common Access Cards (CACs) will not be re-issued prior to 30-days of expiration date. This is to minimize foot traffic at installation ID card sites (social distancing).

***I just got promoted, can I get my new CAC issued with the correct rank/grade?***

No. Re-issuance on all ID cards due to rank or grade changes (CAC or USID), is being suspended until the COVID-19 pandemic is over.

***Where can I go if I have questions about these policy changes?***

All information will be kept up to date at the CAC.MIL website <https://www.cac.mil/>. There are tabs at the top that cover CAC, USID, and Coronavirus.

***I need to enroll a new family member; what do I do?***

Through September 30, 2020, DoD will temporarily allow new family members to be enrolled by mail or fax. Family members over age 14 will also be eligible for DoD ID card issuance by mail. All ID cards will be issued for up to 1 year, and original documents must be provided to a DoD ID card issuance facility before the card expires in order for the cardholder to remain eligible for benefits.

View our detailed guide at CAC.MIL.

***I need to update my status; what do I do?***

Through September 30, 2020, DoD will temporarily allow updates by mail or fax. This includes updates such as enrolling a child turning age 21 as either a full-time student or an incapacitated dependent. Updates to personnel segments, such as the status of a Service member, civilian, or contractor, will continue to be provided by the authoritative systems, like MilPDS, DCPDS, and TASS.

View our detailed guide at CAC.MIL.

***Is my local ID card issuing facility open?***

Your nearest ID card issuing facility can be found by using the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/> and appointments can be scheduled using the RAPIDS FAQs (April 2020) Appointment Scheduler at <https://rapids-appointments.dmdc.osd.mil>. Some sites are only allowing appointments and increasing the time between customers to support social distancing measures. DoD ID card issuing facilities are keeping their hours and availability up to date on these resources, as well as local phone lines and websites.

***My local ID card issuing facility is closed; what do I do?***

Common Access Cards Transactions related to the CAC typically must be performed in person, including PIN resets and renewal/reissuance. Please use the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/> and RAPIDS Appointment Scheduler at <https://rapids-appointments.dmdc.osd.mil>, to find the next ID card issuing facility nearest you.